

Program Action Plans  
FORT MONROE LODGING  
January 2007

GOAL 1. Promote the standards of higher headquarters and Army Lodging regarding services.

STRATEGY. Continually define, clarify, refine exceptional standards.

LONG TERM OBJECTIVE. Produce highest quality guest service and work environment.

SHORT TERM OBJECTIVES.

- |    |  |          |
|----|--|----------|
| 1. | Prepare the workforce for Base Closure.  | Sep 2011 |
| 2. | Provide more training opportunities for employees, fortify Individual Development Plans (IDP), cross train where possible. | Sep 2007 |
| 3. | Support EEO programs with participation.   | Sep 2007 |
| 4. | Encourage more customer comment card feedback.   | Sep 2007 |

GOAL 2. Pursue the standards of Army Lodging regarding operations.

STRATEGY. Continually compare current operations to written standards. Seek management efficiencies while relying on strong teamwork.

LONG TERM OBJECTIVE. Achieve greater efficiency and effectiveness in operations. Build team strength. Provide individual improvement opportunities.

SHORT TERM OBJECTIVES.

- |    |  |          |
|----|--|----------|
| 1. | Enforce use of monthly checklists at all levels. | Sep 2007 |
| 2. | Promote safety, security awareness.              | Sep 2007 |
| 3. | Achieve financial goals within 10% budget.       | Sep 2007 |

GOAL 3. Mirror the standards of Army Lodging regarding facilities.

STRATEGY. Continually assess facilities, identify improvements, and seek correction, using most feasible means. Promote stewardship of government property.

LONG TERM OBJECTIVE. Enhance the entire customer experience. Preserve the government's investment in historical facilities.

SHORT TERM OBJECTIVES.

- |    |  |          |
|----|--|----------|
| 1. | Inspect facilities and prepare annual work plan.   | Sep 2007 |
| 2. | Execute modified improvements plan at Cooper Hall. | Jun 2007 |
| 3. | Replace carpet at Hatch Lane.                      | Jun 2007 |

POC: Karen Bowers, (757) 788-3596, karen.bowers@us.army.mil.